Marrakech Day Services
Woodbridge, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	403	357	13%	▲
	Admits	180	134	34%	▲
	Discharges	179	111	61%	▲
	Service Hours	4,323	6,746	-36%	▼
	Bed Days	2,766	3,110	-11%	▼

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	257	62.5%
	Case Management	125	30.4%
	Residential Services	18	4.4%
	Recovery Support	11	2.7%

Consumer Satisfaction Survey   (Based on 120 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		98%	80%	88%
✓	Overall		98%	80%	91%
✓	Quality and Appropriateness		97%	80%	93%
✓	Participation in Treatment		97%	80%	92%
✓	Respect		97%	80%	91%
✓	General Satisfaction		95%	80%	92%
✓	Recovery		90%	80%	79%
✓	Outcome		87%	80%	83%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	63	16%	14%
26-34	74	18%	24%
35-44	75	19%	20%
45-54	108	27%	22%
55-64	71	18%	16%
65+	12	3%	5%

Gender	#	%	State Avg
Male	252	63%	60%
Female	151	37%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	328	81%	74%
Hisp-Puerto Rican	43	11%	12%
Hispanic-Other	27	7%	7%
Hispanic-Cuban	2	0%	0%
Unknown	2	0%	6%
Hispanic-Mexican	1	0%	1%

Race	#	%		State Avg
Black/African American	194	48%	▲	17%
White/Caucasian	142	35%	▼	65%
Other	53	13%		13%
Multiple Races	6	1%		1%
Am. Indian/Native Alaskan	3	1%		1%
Asian	3	1%		1%
Unknown	2	0%		3%
Hawaiian/Other Pacific Islander				0%

Legend: ▮ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Community Support Services - wrap around 256
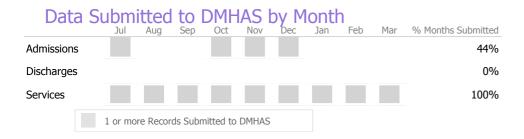Marrakech Day Services
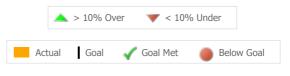Mental Health - Recovery Support - Specialing

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	6	-	
Discharges	-	-	
Service Hours	182	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢			▢	▢	▢				44%
Discharges										0%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 5 Active Specialing Programs

Discretionary Discharge Fiduciary
Marrakech Day Services
Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 2 Active Fiduciary Programs

Gilbert St. - YAS   910-252
Marrakech Day Services
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	5	5	0%
Discharges	4	4	0%
Bed Days	1,995	1,868	7%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	75%	60%	70%	15%	▲
●	Follow-up within 30 Days of Discharge		2	67%	90%	79%	-23%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		8	62%	60%	85%	2%	
●	Stable Living Situation		12	92%	95%	96%	-3%	
●	Employed		1	8%	25%	7%	-17%	▼
●	Improved/Maintained Axis V GAF Score		4	40%	95%	68%	-55%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%

On-Time Periodic		Actual	State Avg
	6 Month Updates	83%	93%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	88%
✓	SA Screen Complete	100%	87%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
✓	Valid Axis V GAF Score	100%	96%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		10	342 days	0.4	73%	90%	93%	-17%	▼

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢					▢	▢	44%
Discharges	▢					▢				22%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Outreach & Engagement 901-279
Marrakech Day Services
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
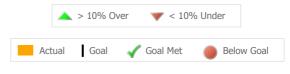Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	30	40%	▲
Admits	26	11	136%	▲
Discharges	13	13	0%	
Service Hours	976	1,045	-7%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		26	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢	▢		89%
Discharges			▢	▢	▢	▢	▢	▢		67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

Sherman Ave. - YAS   910-254
Marrakech Day Services
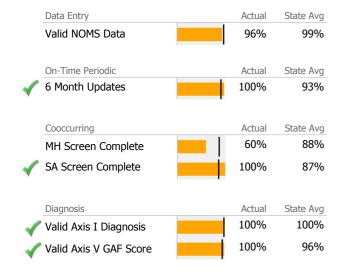Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	▼
Admits	3	3	0%	
Discharges	4	3	33%	▲
Bed Days	771	1,242	-38%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	50%	60%	70%	-10%	▼
✔ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		7	100%	95%	96%	5%	
● Social Support		3	43%	60%	85%	-17%	▼
● Employed		0	0%	25%	7%	-25%	▼
● Improved/Maintained Axis V GAF Score		4	80%	95%	68%	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	93%

Cooccurring		Actual	State Avg
MH Screen Complete		60%	88%
✔ SA Screen Complete		100%	87%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		4	329 days	0.3	70%	90%	93%	-20%	▼

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪					▪	22%
Discharges	▪		▪					▪	▪	44%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

SHP - Work Services - New Haven 910-271
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)
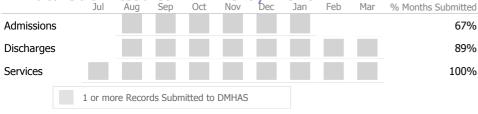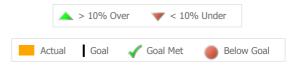
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	27	-7%	
Admits	12	10	20%	▲
Discharges	13	8	63%	▲
Service Hours	281	621	-55%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		8	32%	35%	42%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		12	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢	▢				67%
Discharges		▢	▢	▢	▢	▢	▢	▢	▢	89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Employment Services Programs

Whalley UM Taking Init 910-322
Marrakech Day Services
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
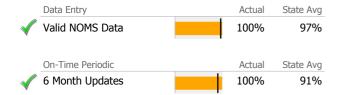Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	93	-3%
Admits	47	44	7%
Discharges	33	34	-3%
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		46	100%	50%	92%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢	▢	89%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

Work Services - New Haven 910-270
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	118	89	33%	▲
Admits	39	20	95%	▲
Discharges	36	14	157%	▲
Service Hours	1,454	1,883	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		47	40%	35%	42%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		83	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Work Services - Stamford 910-272
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	116	-4%	
Admits	36	39	-8%	
Discharges	70	35	100%	▲
Service Hours	1,308	3,196	-59%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		50	42%	35%	42%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		50	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs

YAS Discretionary Discharge Fiduciary
Marrakech Day Services
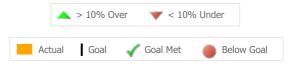Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 2 Active Fiduciary Programs

YAS Vocational Program
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
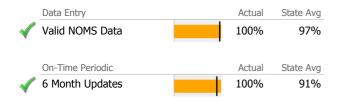Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	3	333%	▲
Admits	6	2	200%	▲
Discharges	6	-		
Service Hours	122	-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		6	46%	35%	42%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪		▪	▪		▪	▪	67%
Discharges		▪			▪			▪	▪	44%
Services				▪	▪	▪	▪	▪	▪	67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs